



Business Continuity Policy

PLC-P-025



Business Continuity Policy

Restore is committed to establishing, implementing, maintaining, and continually improving a robust Business Continuity Management System (BCMS) in accordance with ISO 22301 standards. This commitment extends to all levels of management, ensuring the organisation's preparedness to respond effectively to disruptive incidents and minimise disruption to critical business activities.

This Business Continuity Policy aligns seamlessly with Restore overall strategic objectives. The BCMS serves as a crucial tool in ensuring the continuity of critical services and operations, ultimately safeguarding the organisation's ability to achieve its long-term goals and fulfil its mission.

Restore recognises the importance of allocating adequate resources for the successful implementation and ongoing maintenance of the BCMS. This includes:

- **Financial Resources:** Budgetary allocation will be provided to support BCMS activities, including training, technology, and documentation updates.
- **Personnel Resources:** Employees at all levels will receive training and awareness programs on business continuity practices and their roles within the BCMS framework.
- **Technological Resources:** Necessary investments will be made in technology that supports the effective operation of the BCMS.

Based on comprehensive Business Impact Analyses (BIA) and risk assessments, the following specific objectives are established for the BCMS:

- Minimise downtime for critical business functions in the event of disruptions.
- Ensure the safety and well-being of employees during and after disruptive incidents.
- Protect customer data and maintain continuity of service delivery to customers.
- Maintain compliance with all applicable legal and regulatory requirements during and after disruptions.
- Minimise financial losses resulting from service interruptions.
- Safeguard the company's reputation by demonstrating our commitment to operational resilience.

Version no.	Original Issue Date	Last Review Date	Owned by	Page no.
03	19 May 2021	25 November 2024	Company Secretary	1

These objectives will be regularly reviewed and updated as needed to reflect changes in the business environment and risk landscape.

Restore is committed to the continual improvement of the BCMS. We will achieve this through the following practices:

- **Regular Testing, Audits and Reviews:** The BCMS will undergo periodic internal audits to assess its effectiveness and identify areas for improvement. Each business unit will conduct annual BCMS testing, or more frequently if there are significant changes to the business or BCMS.
- **Performance Evaluations:** Key performance indicators (KPIs) related to business continuity preparedness and response will be monitored regularly.
- **Lessons Learned:** Valuable lessons learned from identified incidents, exercises, and tests will be captured and analysed. This information will be incorporated into the BCMS to enhance its effectiveness.
- **Management Reviews:** Senior management will conduct regular reviews of the BCMS to ensure its alignment with strategic objectives and resource allocation needs.

Each Business Unit will attend and update the Group Risk Committee twice per year in relation to its Business Continuity Plans (BCPs).

This policy clearly defines roles, responsibilities, and authorities at all levels of the organisation to ensure effective BCMS governance.

- **Group Risk Committee:** Responsible for overseeing Restore's risk management framework, including identifying, assessing, and mitigating risks that could impact the business.
- **Senior Management:** Responsible for providing leadership, direction, and resources for the BCMS at unit level.
- **BCMS Committee:** Oversees the implementation, operation, and continuous improvement of the BCMS at unit level.
- **BCP Owners:** Accountable for developing and implementing BCPs within their respective sites.
- **BCP Teams:** Responsible for maintaining and exercising BCPs, facilitating training programs, and managing incident response activities within their sites.

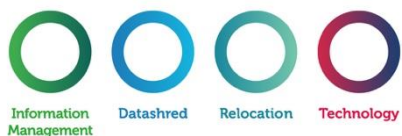
Version no.	Original Issue Date	Last Review Date	Owned by	Page no.
03	19 May 2021	25 November 2024	Company Secretary	2

Restore maintains a documented information control system to ensure the accuracy, accessibility, and integrity of all BCMS-related documents. This includes:

- **Version Control:** All BCMS documents will be maintained with a clear version control system to track revisions and ensure the most current versions are used.
- **Approval Process:** A defined approval process will be established for the creation, modification, and distribution of all BCMS documents.
- **Access Control:** Access to sensitive BCMS documents will be restricted based on the need-to-know principle.

Version no.	Original Issue Date	Last Review Date	Owned by	Page no.
03	19 May 2021	25 November 2024	Company Secretary	3

Restore



To get in touch, visit us at:
restore.co.uk

